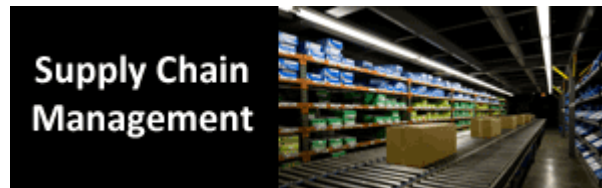


## SUPPLY CHAIN MANAGEMENT TRAINING



**COURSE LENGTH: 1.0 DAYS**

Supply chain management has a major impact on customer satisfaction as well as the cost of the company's products or services. The Supply Chain Management Training course by PD Training aims to provide managers with operational and managerial techniques to lower costs as well as improve customer satisfaction and the overall company competitiveness.

By the end of this course, you will have a better understanding of: what is supply chain management and how it affects customer satisfaction, the finances and logistics involved in a well-managed supply chain, definition of terms (Procurement, Upstream and downstream, etc.), levels of supply chain management, inventory management and much more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## SUPPLY CHAIN MANAGEMENT TRAINING COURSE OUTLINE

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### FOREWORD

Rapid global expansion, rising fuel costs, environmental concerns and interconnected businesses can all have a tremendous impact on corporate strategies and costs. Organizations can no longer ignore what happens outside their own four walls, making supply chain management a critical and in demand field.

This course from PD Training helps meet this demand. You'll gain a better understanding of the finances, logistics and delivery of products and services and how it leads to increased efficiencies and competitiveness, while maximizing customer value and satisfaction.

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### OUTCOMES

**By the end of this course, participants will be able to:**

- ▶ Identify how supply chain management relates to:
    - ▶ Customer satisfaction
    - ▶ Improving performance
    - ▶ Lowering costs
    - ▶ Product development
  - ▶ Define the terms:
    - ▶ Procurement
    - ▶ Upstream and downstream
    - ▶ Raw material
    - ▶ Forecasting
    - ▶ Carrying cost
    - ▶ Inventory
    - ▶ Order generation
    - ▶ Order taking
    - ▶ Order fulfillment
    - ▶ Returns management
  - ▶ Understand the levels of supply chain management and their effects
    - ▶ Strategic
    - ▶ Tactical
    - ▶ Operational
  - ▶ Comprehend the flows of supply chain management and data warehouses
    - ▶ Product flow
    - ▶ Information flow
    - ▶ Finances flow
  - ▶ Take a look at inventory management
  - ▶ Study supply chain groups
  - ▶ Review tracking and monitoring methods
  - ▶ Examine supply chain event management
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## MODULES

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### Lesson 1: Getting Started

- ▶ Workshop Objectives
- ▶ Action Plans & Evaluation Forms

### Lesson 2: Why Supply Chain Management?

- ▶ Customer Satisfaction
- ▶ Improving Performance
- ▶ Lowering Costs
- ▶ Product Development
- ▶ Case Study

### Lesson 3: Key Terms I

- ▶ Procurement
- ▶ Upstream & Downstream
- ▶ Raw Material
- ▶ Forecasting
- ▶ Carrying Cost
- ▶ Case Study

### Lesson 4: Key Terms II

- ▶ Inventory
- ▶ Order Generation
- ▶ Order Taking
- ▶ Order Fulfillment
- ▶ Returns Management
- ▶ Case Study

### Lesson 5: Three Levels of Supply Chain Management

- ▶ Strategic Level
- ▶ Tactical Level
- ▶ Operational Level
- ▶ Bullwhip Effect
- ▶ Case Study

### Lesson 6: Five Stages of Supply Chain Management

- ▶ Plan
- ▶ Source
- ▶ Make
- ▶ Deliver
- ▶ Return
- ▶ Case Study

### Lesson 7: The Flows of Supply Chain Management

- ▶ The Product Flow
- ▶ The Information Flow
- ▶ The Finances Flow
- ▶ Data Warehouses
- ▶ Case Study

### Lesson 8: Inventory Management

- ▶ Levels of Inventory
- ▶ Just-In-Time Inventory
- ▶ Keeping Accurate Records
- ▶ Inventory Calculator
- ▶ Case Study

### Lesson 9: Supply Chain Groups

- ▶ The Suppliers
- ▶ The Producers
- ▶ The Customers
- ▶ The Customer's Customers
- ▶ Case Study

### Lesson 10: Tracking and Monitoring

- ▶ Dashboard
- ▶ RFID's
- ▶ Alert Generation
- ▶ Stock Keeping Unit (SKU)
- ▶ Case Study

### Lesson 11: Supply Chain Event Management

- ▶ Inventory Alerts
- ▶ Supplier Alerts
- ▶ Bottlenecking
- ▶ Being Proactive
- ▶ Case Study

### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Lessons Learned

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## WEB LINKS

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▶ [View this course online](#)